

CIVICA



G-Cloud 15 Pricing

Civica Experience

Any questions regarding this document should be directed to:	
Name:	Nikki Catmull
Address:	Civica UK Ltd, Southbank Central, 30 Stamford Street, London, SE1 9LQ
Telephone:	020 77602800
Email:	g-cloud@Civica.com

Contents

Pricing4

Copyright Notice:.....7

Pricing

Civica Experience

Description	Price
Experience Setup - Patient Expert	£8,100
Experience Setup - Employee Expert	£3,000
Experience Setup - Patient Professional	£10,500
Experience Setup - Employee Professional	£6,000
Experience Setup - Patient Enterprise	£9,420
Experience Setup - Employee Enterprise	£11,550
Experience Annual Service Fee - Patient Expert	£22,794
Experience Annual Service Fee - Employee Expert	£12,000
Experience Annual Service Fee - Patient Professional	£28,200
Experience Annual Service Fee - Employee Professional	£21,594
Experience Annual Service Fee - Patient Enterprise	£29,574
Experience Annual Service Fee - Employee Enterprise	£34,800

See Appendix A for Notes and Configuration specs.

Appendix A:

Notes & Configuration Specs

Expert	
Patient	Staff
Expert level provides users with: - Standard report suite - Build your own reporting tool - Snapshot Dashboard - Text Analytics Dashboard	Expert level provides users with: - Monthly managed distribution of a staff survey via email (including reminders) - Standard report suite - Build your own reporting tool
Professional	
Patient	Staff
Professional level additionally provides users with: - Standard report suite - Build your own reporting tool - Snapshot Dashboard - Text Analytics Dashboard - Custom reports to your organisation's specifications	Professional level provides users with: - Managed distribution of staff surveys via email (including reminders) - Standard report suite - Build your own reporting tool - Custom reports to your organisation's specifications - Text analytics dashboard for Employee experience - Multiple hierarchies
Enterprise	
Patient	Staff
Combined offering for both Patient and Staff Experience. Level 1 provides users with: - Standard report suite - Build your own reporting tool - Snapshot Dashboard - Text Analytics Dashboard (patient experience) - Monthly managed distribution of a staff survey via email (including reminders)	Combined offering for both Patient and Staff Experience. Level 2 provides users with: - Standard report suite - Build your own reporting tool - Snapshot Dashboard - Text Analytics Dashboards (patient and staff experience) - Managed distribution of staff surveys via email (including reminders) - Custom reports to your organisation's specifications - Multiple hierarchies

Add-on Features and Services

Description	Price
Experience - SMS Outbound costs	£0.04
Experience - SMS Inbound costs	£0.53
Experience - IVR Call costs	£0.12
Experience - Email costs	£0.02
Experience - Paper Processing item costs - A5 2pp scanning (per form)	£0.17
Experience - Paper Processing item costs - A3 2pp scanning (per form)	£0.24
Experience - Paper Processing item costs (per comment typing)	£0.24

SMS, IVR per unit rate may be subject to change should 3rd Party disbursement pricing change.

Copyright Notice:

The content of this document is protected by copyright © Civica UK Limited 2026. All rights reserved.

You may not copy or replicate including extracts of it without Civica's written consent. You must not sell, share, copy or republish this document.

Copying of this document in any form is prohibited.

If you want further copies of this document, please make a request to the author shown on the front page.